

**discovery**

**Your Workforce Reimagined**



# **Quality Assurance Policy**



## Document details:

Version	Description	
1.0	Date Live:	2 <sup>nd</sup> December 2019
	Version Notes:	Updated policy content, branding & design of document.
	Reviewed by:	Raj Babber – 28 <sup>th</sup> November 2019
	Approved by:	Jonathan Evans – 29 <sup>th</sup> November 2019
2.0	Date Live:	15 <sup>th</sup> February 2021
	Version Notes:	Update to document control policy, which has been reflected.
	Reviewed by:	Raj Babber – 15 <sup>th</sup> February 2021
	Approved by:	Jonathan Evans – 15 <sup>th</sup> February 2021

The next scheduled date to review this policy is: 15<sup>th</sup> February 2022.

## Introduction

- Our Internal Quality Assurance (IQA) Strategy covers the programmes, standards & qualifications delivered by Discovery or via our subcontractors and partners.
- Our strategy is compliant with all Awarding Organisations (AOs), End Point Assessment Organisations (EPAOs), the Ofsted Education Inspection Framework 2019 and all other regulatory bodies.
- This strategy will be reviewed annually by the Director of Programmes.
- The Quality & Compliance Manager will have overall responsibility for the strategy's implementation and the monitoring of the Quality activities within the strategy.

## Purpose

The purpose of internal quality assurance and development is to monitor, appraise and support teaching, learning and assessment delivery to ensure that it is effective, consistent, current, sufficient, valid and reliable.

To support this we:

- Ensure the Internal Quality calendar, policies and procedures are being adhered to and compliant with all AOs, EPAOs and other regulatory bodies
- Maintain quality and requirements within teaching, learning and assessment practice
- Ensure that all delivery colleagues and quality assurance colleagues are aware of, and understand the Teaching, Learning & Assessment strategy, the EPA process, Gateway meetings (standards only), plagiarism, malpractice, and appeals procedure
- Ensure all trainers, tutors & IQA's hold, or are working towards, the relevant qualification(s) and are occupationally competent and current to regulative body requirements
- Identify the development and training needs of trainers, tutors & coaches
- Identify best practice and share with trainers, tutors & coaches
- Identify trends, themes and highlight any potential risks and issues
- Work with AOs, EPAOs, and other regulatory bodies and prepare for external audits
- Ensure that all learners, trainers and tutors are aware of, and understand, the teaching, learning & assessment processes, plagiarism, malpractice and appeals procedure
- Ensure all learners' sampled portfolios/evidence are retained until their release is authorised by the relevant organisation (AOs & EPAOs)
- Ensure all learners' evidence and information is stored in a manner that guarantees its security and confidentiality in line with GDPR policies and procedures

## **Additional Documents**

Documents that are linked to this strategy and need to be read and used in conjunction with the strategy are:

- Complaints & Appeals procedure

## **Scope of Strategy**

This strategy applies to all Discovery colleagues and delivery partners who have a responsibility for the quality and integrity of teaching, learning & assessment of Discovery, sub-contractors, and delivery partners.

The scope of the strategy encompasses Discovery's contractual duties to achieve quality regulatory requirements of Awarding Organisations, End Point Assessment Organisations, and external agencies.

## **Responsibilities**

Overall responsibility of the Internal Quality Assurance strategy lies within the Director of Programmes. The Learning & Development team support the strategy by implementing, monitoring, and tracking staff development as identified within any element of the overall Discovery performance.

## **Procedure**

To ensure quality, compliance, consistency and continuous improvement for the learner the following will be in place:

- Internal assurance, quality manager, trainers, coaches and tutors are TAQA/CAVA qualified or equivalent. If working towards qualifications, they are countersigned by a qualified team colleague
- Maintaining up to date CPD, CVs and certificates of all team members in line with GDPR and include on skills matrix which is held by our L&D team
- Regular sampling feedback provided to the trainers and tutors is detailed, concise, consistent, and developmental. All feedback is recorded, and actions followed up
- Regular IQA checks are made by EPAO- to include ILM as a registered marking awarding organisation
- Ongoing drop-in, announced or unannounced observations of delivery are carried out by observers, managers and peers
- Quarterly quality and compliance checks are made to exchange good practice and discuss areas for improvement
- Bi-annual standardisation meetings for each programme take place (with agreed standard agenda)
- Identification of trends and themes during all activity and reporting via monthly quality report and data analysis checks. Escalating any issues quickly as required.
- Timely investigations and reporting to the Director of Programmes, relevant AOs and EPAOs in cases of malpractice, plagiarism and appeals findings/actions by the Awarding Body/End Point Assessment Organisation
- Gathering of feedback from learners and employers to identify areas of strength and those requiring improvements, taking necessary action via Discovery's Service Support team
- All quality assurance records are up-to-date and stored in line with GDPR

